
Chapter 5: Software reinstallation

This chapter provides a brief overview of the software requirements for an IVR system, and all the necessary reinstallation procedures. It is important to note that these procedures are not required for installation of a new system, as the required software comes factory preinstalled.

Use the following table to determine which installation procedure to follow:

Purpose	Procedure
Application installation, conversion, upgrade, or expansion	"Reinstalling the IVR application software" on page 5-8
Operating system installation or upgrade	"Installing the operating system" on page 5-2, "Reinstalling the IVR application software" on page 5-8
Installation of a second hard drive	"Reinstalling the IVR application software" on page 5-8 "Installing a second hard drive" on page 5-11
Installation of a second serial board	"Installing a second DigiBoard" on page 5-12

Before following the procedures in this chapter, ensure that you have

- three floppy disks and two tapes (described in the following sections)
- SCO Open Desktop Lite registration card
- SCO Development system registration card (for Development systems)
- Report Writer keycode and serial number
- IVR keycode number

Software information

Meridian IVR Release 2.0 and SCO UNIX software are distributed on three floppy disks and two tapes:

- Volume N1 Boot diskette
- Volume N2 diskette
- M01 MIT Master Install diskette
- SCO Operating System tape (System Image)
- Meridian IVR Application tape

Before you attempt to reinstall any Meridian IVR software, be sure to review this entire chapter carefully. Reinstalling the Meridian IVR software replaces the entire contents on the hard drive. For an existing system, it is important to get a backup system copy of all your site-specific files before the install is done. This allows you to quickly restore your current configuration once the installation from tape is complete.

Note: Allow up to 75 minutes for a complete reinstallation (including operating system and application software).

Installing the operating system

Note: Perform a full application-related backup before reinstalling the operating system software for an existing system. See the section on performing a full system backup in the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Since the Operating System software and Meridian IVR software is factory installed, this procedure is used only when the hard disk has crashed and needs to be replaced or reformatted, or when software upgrades are to be applied to the Meridian IVR system.

Such events require you to load the operating system and application software from the two software distribution tapes delivered with the system. These tapes are *not* to be used for backups; they should be kept in write-protected mode and only used to rebuild the system.

It is recommended that you perform a backup frequently to ensure that the backup tape is always current.

Procedure 5-1 **Rebooting the system using diskettes**

- 1** Insert the Volume N1 Boot diskette in the floppy drive.

- 2** Power up the application processor.

The system boots normally. After the startup messages, the following message will appear:

Insert N2 (Filesystem) floppy and press <Return>

- 3** Insert the Volume N2 diskette and press <Enter> to continue installation.

Installation will continue until the following message appears:

**Insert diskette volume M01 (MIT Master Install)
and press <Return> to continue.**

- 4** Insert the last floppy diskette (MIT Install diskette) and press <Enter>.

The following messages will appear:

**Creating and setting permissions
for file system mount points.
fsstat: /dev/u okay
Mounted /u filesystem**

When the initial operating system installation is complete, the following message appears:

Is the System Image ready? (y/n)

- 5** If you are ready to install the operating system from the SCO Operating System tape, continue with the next procedure.

Procedure 5-2

Reinstalling the operating system using the SCO Operating System tape

This procedure takes approximately 45 minutes to complete. Be sure to allow enough time to complete the full procedure. Make sure you answer all of the questions.

- 1 Insert the SCO Operating System tape (tape 1) into the tape drive on the application processor. Ensure that the tape drive latch is fully closed once the tape is inside.
- 2 Type **y** to the following prompt and press <Enter>.

Is the System Image ready?

The following messages appear.

Using default buffer size of 5K.

Device is SCSI: /dev/xStp0

Extracting image ...

This may take a few minutes ...

Installation will continue at this point for approximately 40 to 45 minutes. *The following messages will appear after this time:*

You may remove the M1 diskette, it is no longer needed.

Fixing permissions for specified files...

**This machine has been installed with the
Mass Installation Toolkit.**

**You are asked to supply system information that
must be entered before the target machine is used
in multiuser mode. You have two choices for entering
this information, doing so now or waiting until the
next time the system is rebooted.**

Do you wish to set the system time? (y/n)

- 3 Type **y** to set the system time. *The following prompt appears:*
- Time zone initialization**
- Are you in North America? (y/n)**
- After responding to this message, you will see a list of time zones with the following prompt:*
- Enter the number that represents your time zone or enter q to quit:**
- 4 Enter the number for your time zone and press <Enter>.
- You see the following prompt:*
- Does daylight saving time (summer time) apply at your location? (y/n)**
- 5 After responding to this message, set the system date and time using the format **yymmddhhmm** and press <Enter>.
- After you set the system date and time, you can set the system password. The following prompt appears:*
- Do you wish to set the system password at this time? (y/n)**
- If you respond **y**, you can then select a root password.
- 6 If you select your own password, ensure that the password is greater than six characters in length, and contains no spaces or symbols.
- After you set the system password, the following prompt appears:*
- Do you wish to set the system name at this time? (y/n)**
- 7 Type **y** to set the system name.
- The following prompt appears:*
- Enter new system node name:**
- 8 Type in the system name you want and press <Enter>.
- The following messages appear:*
- Your system name is set to `system_name`. Do you wish the mail system to use a different name?**

Note: This prompt refers to the UNIX mail system, *not* Meridian Mail.

- 9 Type **y** to enter a different name for the mail system or **n** to use the same name and continue.

If you choose **y**, you are prompted for the new name. Enter a name and press <Enter>. *The following prompts appear:*

Press <Return> to continue.

Do you wish to serialize the system at this time?

- 10 Type **y** to serialize the system.

The following prompt appears:

Execute disk-based serialization? (y/n)

- 11 Type **n** to enter the serial numbers manually and continue.

The following message appears:

SCO Open Desktop Lite System Serialization

When prompted, use the serial number and activation key included with the SCO Open Desktop Lite distribution.

Note: The serial number and activation key for SCO are case sensitive. Type them exactly as they appear on the activation cards.

- 12 Respond to the following prompts using the appropriate serial number and activation key from the SCO Product Activation card:

Enter your serial number or enter q to quit:

Enter your activation key or enter q to quit:

The following message appears:

SCO Open Desktop Development System Serialization

When prompted, use the serial number and activation key included with the SCO Open Desktop Development System distribution.

- 13 Respond to the following prompts using the appropriate serial number and activation key from the SCO Product Activation card:

Enter your serial number or enter to quit:

Enter your activation key or enter to quit:

The following message appears:

MIT serialization complete

The following prompt appears:

Do you have a need to set the IP address for this build?

Enter Y/N

- 14 Type **n** to skip this part of the installation. Refer to the *Meridian IVR Installation Guide* (NTP 555-9001-210) for procedures on configuring your AP for a network. Check with your system administrator for the correct values for network settings.

A list of your selections followed by this prompt appears:

Would you like to change your answer to any of these questions? Enter the number to change or q to quit.

- 15 Type **q** and press <Enter> to quit.

Various system messages appear, followed by the message:

The system is down.

**** Safe to Power Off ****
- or -

**** Press Any Key to Reboot ****

Operating system installation is complete.

- 16 Ensure that the MIT Master Install diskette and SCO Operating System tape have been removed from their respective drives, and press a key to reboot the system.

Rebooting the system

When the operating system reinstallation is completed, you must reboot the system to continue with reinstallation of the IVR application software. The following procedure describes how to reboot the system.

If you are continuing installation from the last section, skip step 1.

Procedure 5-3 Rebooting the system

- 1 Type **reboot** and press <Enter> at the system prompt.

The system reboots. Shortly after the system restarts, the following prompt appears:

Boot
:

Note: If you do not press <Enter> at this prompt during software installation, bootup may not proceed properly. Once the operating system and application have been installed, you do not have to press <Enter> at this prompt unless you want to enter maintenance mode.

- 2 Press <Enter> to continue the bootup procedure.

The following prompt appears:

**Type CONTROL-d to proceed with normal startup,
(or give root password for system maintenance):**

- 3 Enter the root password and press <Enter> to enter Maintenance mode.

The reboot process is now complete. You can now continue with reinstallation of the IVR application software.

Note: If you did not choose a system name during the operating system installation procedure, you will have to enter a system name at this point. Once you have entered a system name, the system will reboot and you will have to repeat the above procedure.

Reinstalling the IVR application software

When the system has been rebooted, you can continue with reinstallation of the IVR application software. The following procedure describes how to install the IVR application software.

You can also use this procedure on its own (without reinstalling the operating system) to perform an upgrade, expansion, or conversion.

Procedure 5-4 Reinstalling the IVR software

- 1 Insert the IVR application tape in the tape drive.
- 2 Start the install script using the following command:

init.install

A message appears stating the conditions for IVR installation. Ensure that the following conditions are met for IVR software installation:

- You are logged in as root.
- The system is in single user mode.
- The Meridian IVR application tape is in the tape drive.

The following prompt appears:

Are the above conditions met? (y/n)

- 3 Type **y** and press <Enter> if the above conditions are met. If the conditions are not met, type **n** and press <Enter>, and repeat this procedure.

If the system is not in single user mode, use the following command to restart it in single user mode:

init 1

The following message appears after installation begins:

Extracting installation script and files from tape ..

After five to ten minutes, the following prompt appears:

please enter your keycode or enter q to quit:

- 4 Type the keycode for your IVR application configuration and press <Enter>. Do not type spaces within the keycode. The keycode is not case sensitive. You have three chances to enter the correct keycode, after which the installation script will exit.

The list of options is displayed, followed by the prompt:

Please enter y to continue and n to abort (y/n)

- 5 Type **y** to continue with the installation.

After various system messages, the following messages appear:

Installing Report Writer

INSTALLATION

At least 6 MB free disk space should be available.

Is there enough free space [y]

- 6 Type **y** and press <Enter> to continue with Report Writer installation, or **n** to skip this part of the installation.

If you type **y**, respond to the following prompts for the Report Writer:

Serial number:

Key :

Number of users :

Directory to install fs- Report [/usr/local/fsreport]

*Do not use the default directory path for the Report Writer. The Number of users should be **1** and directory should be **/u/fsreport**.*

If you have the Fax Response option, several fax installation messages appear.

After Report Writer installation (and fax installation, if applicable), the following prompt appears:

Do you have a second hard disk to configure? (y/n)

- 7 Type **y** and press <Enter> if you have installed a second hard drive, otherwise type **n** followed by <Enter>.

- 8 If you answer **y**, follow the procedure in **"Installing a second hard drive" on page 5-11** to install the hard drive and complete IVR application installation.

After several system messages, the system returns to the operating system prompt. IVR application software installation is complete. You can now shut down or restart the system using the next step.

- 9 Follow the procedure under **"Rebooting the system" on page 5-7** until the following prompt appears:

**Type CONTROL-d to proceed with normal startup,
(or give root password for system maintenance) :**

- 10 Type <Ctrl+D> to continue with normal startup and start the Meridian IVR GUI.

Installing a second hard drive

This procedure is a subset of the procedure in “**Reinstalling the IVR application software**” on page 5-8. You must reinstall the IVR application software to install a second hard drive. This procedure cannot be performed separately.

Procedure 5-5 Installing a second hard drive

- 1 Follow the procedure in “**Reinstalling the IVR application software**” on page 5-8 until the following prompt appears:

Do you have a second hard disk to configure? (y/n)

- 2 Type **y** and press <Enter>

The following messages are displayed:

Copying the required files for configuring the second disk

System is Adding the Following SCSI Hard Disk:

Host		Adapter			
Adapter		Number	ID	LUN	
Type	Device				
alad	Sdsk	0		1	0

Updating SCSI configuration.

The SCSI configuration file has been updated.
A new kernel must be built and rebooted before disk configuration can continue.
Would you like to relink at this time?

The UNIX Operating System will now be rebuilt.
This will take a few minutes. Please wait.

Root for this system build is /.

The UNIX Kernel has been rebuilt.

Backing up /unix to /unix.old

```
Installing new /unix
Setting up new kernel environment
Relinking now
```

```
After the system is rebooted with the new kernel,
invoke .second (by typing ./second) to initialize the
new hard disk.
```

```
Successful completion of Meridian IVR NewInstall
MIVR Installation has successfully completed.
```

- 3 Follow the procedure under "Rebooting the system" on page 5-7 and log in as root to enter maintenance mode.
- 4 At the system prompt, type the following command:

```
./second
```

The following messages appear:

```
Initializing The Second Disk
```

```
Overwriting all of the present contents of the hard disk.
Second DISK Detected!
Installation of Second Disk In progress
Formatting and Creating UNIX Partition on Second Disk
bytes per logical block = 1024
total logical blocks = 510079
total inodes = 65488
gap (physical blocks) = 7
cylinder size (physical blocks) = 400
cluster size = 16
mkfs: Available blocks = 1011840
Mounting filesystem
Move Fax Data from Prime Disk to Second Disk? (y/n)
```

- 5 Type **y** to move the Fax data to the second hard drive.

After several messages, the following message appears:

```
End of Second Disk Installation!
```

Installation of the second hard drive is complete. Reboot the system normally to start Meridian IVR.

Installing a second DigiBoard

The following procedure outlines how to install a second DigiBoard in your Application Processor.

To physically install a card, follow the steps in “Add-in boards” on page 4-21.

Procedure 5-6
Configuring a second DigiBoard

- 1 Make sure the second DigiBoard is installed correctly and uses the following dip switch settings:

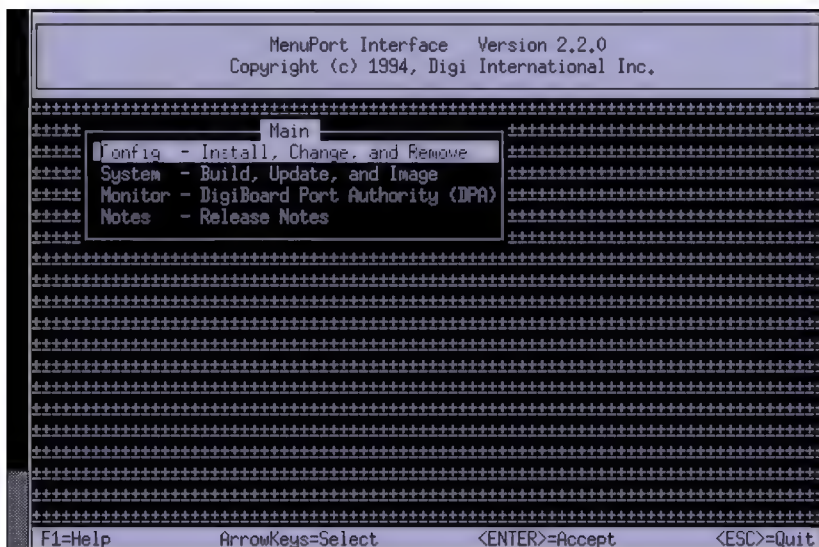
Table 5-1
Dip switch settings for second DigiBoard

Switch 1	Switch2	Switch 3	Switch 4
On	On	On	On

Note: The switches are in the ON position when they’re positioned towards the switch number label on the card.

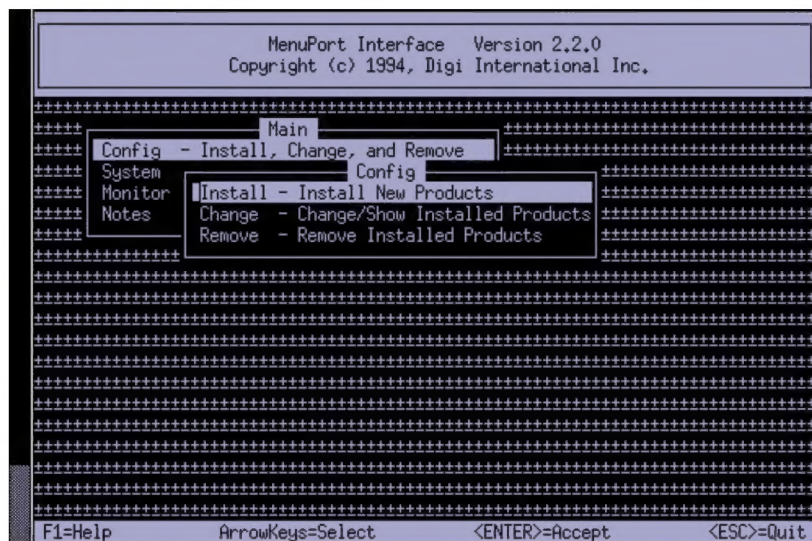
- 2 If the switches are not set properly, power down the AP, reset them, and reboot the system.
- 3 Type the following command at the UNIX prompt:
mpi
The initial mpi utility screen is displayed.
- 4 Press a key to continue.
The Main menu is displayed, as shown in [Figure 5-1](#).

Figure 5-1
Main menu



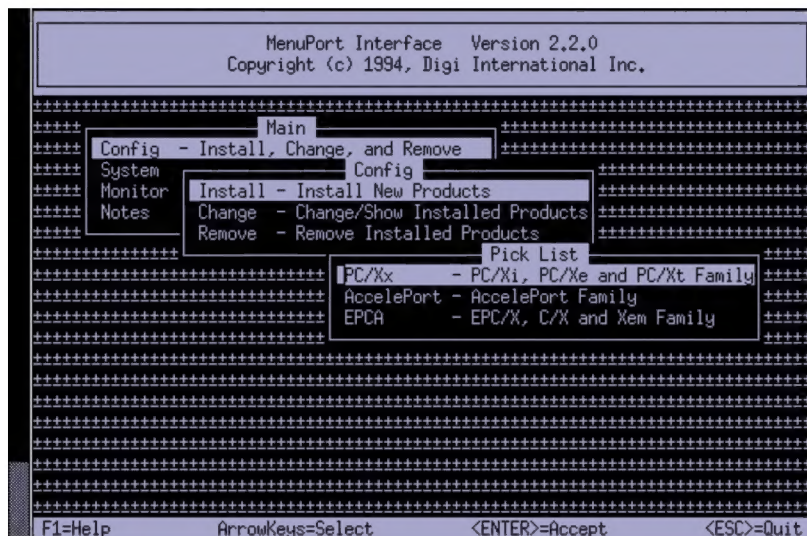
- 5 Select Config from the Main menu and press <Enter>. The Config menu is displayed, as shown in [Figure 5-2](#).

Figure 5-2
Config menu



- 6 Select Install from the Config menu and press <Enter>.
The Pick List menu is displayed, as shown in [Figure 5-3](#).

Figure 5-3
Pick List menu

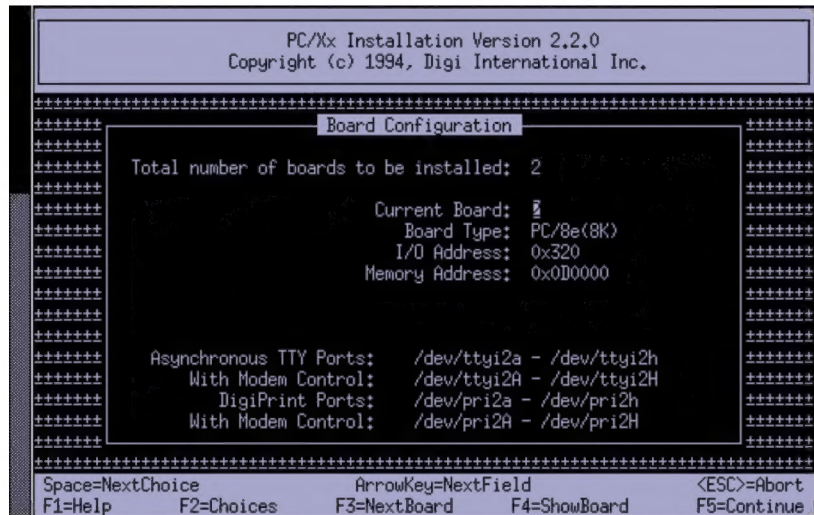


- 7 Select PC/Xe from the Pick List menu and press <Enter>.

The Board Configuration screen is displayed.

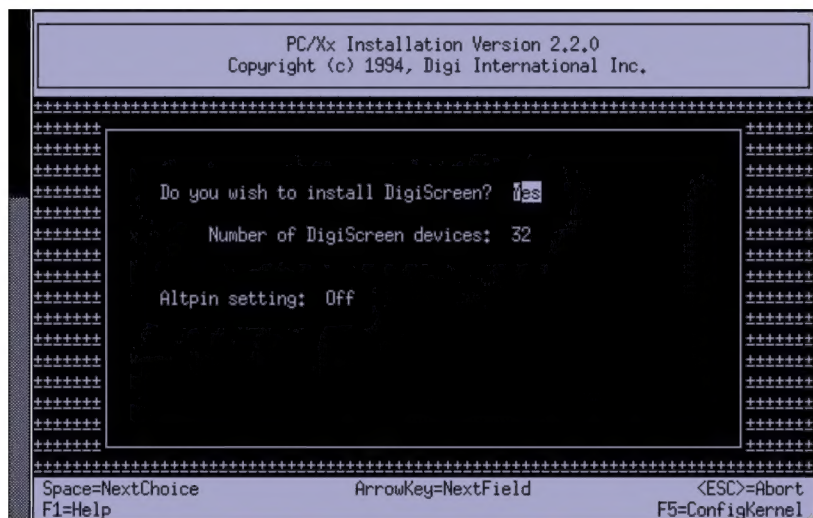
Fill in the values for the second board as shown in [Figure 5-4](#).

Figure 5-4
Board Configuration screen (filled in for second DigiBoard)



- 8 Press <F5> to continue with the installation.
Several messages will appear before the following prompt is displayed:
Do you want to rebuild the kernel now (y/n)?
- 9 Type y and press <Enter> for the changes to take effect.
- 10 Once the kernel has been rebuilt, press <Esc> at each screen until the program exits.

Figure 5-5
DigiScreen screen



- 11** Press <F5> to complete the installation.